

Clark County Regional Support Network Policy Statement

Policy No.:

QM25

MIS Policy and Procedure 2.02.01

Policy Title:

Practitioner Credentialing and Reporting

(formerly titled: Practitioner Credentialing)

Effective Date:

September 1, 2001

Policy: Clark County Regional Support Network (CCRSN) shall ensure that quality care is provided to individuals receiving CCRSN funded mental health services by mental health practitioners qualified to provide those services in the state of Washington. CCRSN shall review the credentials of its care managers and contracted Community Mental Health Agency's (CMHA) staff to monitor compliance with state and federal regulations on a regular basis. CCRSN shall request an exception of the mental health professional or mental health specialist requirements from the Washington Mental Health Division when identifying a need for additional capacity in the provider network.

Reference: Health Insurance Portability and Accountability Act, WAC 388-865-0150, WAC 388-865-0265, WAC 388-865-0284, WAC 388-865-0405, RCW 43.43.830 (or its successors); WA Mental Health Division CCRSN PIHP and State Contracts; Clark County Provider Contract Agreement Special Terms and Conditions; Clark County Department of Community Services Contracting Policies and Procedures; CCRSN Policy and Procedures: QM19 Provider Agency Credentialing, QM19-A Credentialing Application, QM20 Washington State Patrol/FBI Background Check, QM25-A Practitioner Report Form; CFR 438.214 (b); USC § 1320 a-7; § 1128 SSA

Definitions:

Mental Health Professional

A mental health professional is defined as:

- 1. A psychiatrist, psychologist, psychiatric nurse or social worker as defined in chapters $\underline{71.05}$ and $\underline{71.34}$ RCW;
- 2. A person with a masters degree or further advanced degree in counseling or one of the social sciences from an accredited college or university. Such person shall have, in addition, at least two years of experience in direct treatment of persons with mental illness or emotional disturbance, such experience gained under the supervision of a mental health professional.
- 3. A person who meets the waiver criteria of RCW 71.24.260, which was granted prior to 1986;
- 4. A person who had an approved waiver to perform the duties of a mental health profession that was requested by the regional support network and granted by the mental health division prior to July 1, 2001; or

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5. A person who has been granted a time-limited exception of the minimum requirements of a mental health professional by the Division of Behavioral Health and Recovery consistent with WAC 388-865-0265.

Mental Health Specialist

A mental health specialist is a mental health professional with additional education and experience in one of the four identified fields of child, geriatric, ethnic minority, or disabled mental health specialist as outlined in WAC 388-865-0150.

Procedure:

Provider Responsibilities

- 1. Before contracting with a CMHA, CCRSN shall ascertain a prospective contractor's ability to perform practitioner credentialing activities as part of the initial provider credentialing process.
- 2. CCRSN contractors shall document in an individual personnel file the educational degrees, training records, evidence of criminal background check, professional licenses, counselor registrations, practice specialty certificates, professional and/or personal mental health experience and competencies of direct service staff and contracted mental health specialists at the time of hire.
- 3. Documentation shall include original or copies of relevant documents (educational degrees or certificates, professional licenses, resumes, employment applications). The contractor shall complete a primary source verification of educational degree for bachelors, masters, doctorate, and medical level employees and document the method of verification in the personnel file.
- 4. CCRSN contractors shall maintain on-going documentation of the qualifications of direct service staff and contracted mental health specialists including copies of updated professional licenses, counselor registrations, and records of professional training. For direct service staff or mental health specialists performing specific duties that specify educational and/or experience, CCRSN contractors shall ensure:
 - a. Mental health assessments are conducted by mental health professionals;
 - b. The role of Mental Health Care Provider (the individual with primary responsibility for implementing an individualized service plan for mental health rehabilitation services) is fulfilled by individuals who at a minimum have either a B.A. in a related field or A.A. level with two years experience in the mental health or related fields.
 - c. Mental health specialists provide oversight of treatment plans and service delivery of special populations defined by the Washington Division of Social and Health Services in accordance with WAC xxx
- 5. CCRSN contractors shall document in the personnel file the qualifications of mental health specialists employed or sub-contracted to provide special population evaluations and/or consultations. Documentation shall include copies of educational degree, primary source verification of degree, record of supervision, record of training, and/or letter of support from representatives of a special population community.

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- 6. CCRSN contractors shall submit a Practitioner Report to CCRSN at least annually upon request that includes an updated list of direct service staff, including but not limited to:
 - a. Name;
 - b. Degree;
 - c. License or certification number and effective date;
 - d. Specialist designation and spoken language capabilities (e.g., minority specialist, children and youth, older adult, and designated ethnic minority special populations, languages spoken other than English);
 - e. Employee or contract status;
 - f. Name of Medical Director and copy of license;
 - g. Confirmation of criminal background check.
- 7. CCRSN or its contractors may not employ or contract with any practitioners excluded from federal health care programs. The contracted provider shall certify in writing to CCRSN compliance with this requirement upon receipt of an updated Excluded Parties by attesting that individuals on the list are not employed, contracted with, or are officers of their agency and maintain documentation in personnel files.
- 8. CCRSN contractors may submit to CCRSN a written request for a time-limited exception of the requirements of a mental health professional for a person with less than a masters degree level of training. The written request shall include:
 - a. Demonstration of the need for an exception;
 - b. The name of the person for whom an exception is being requested;
 - c. The functions which the person will be performing;
 - d. A written statement that the person is qualified to perform the required functions based on verification of required education and training including
 - i. Bachelor of Arts or Sciences degree from an accredited college or university;
 - ii. Course work or training in making diagnoses, assessments, and developing treatment plans; and
 - iii. Documentation of at least five years of direct treatment of persons with mental illness under the supervision of a mental health professional.
 - e. CCRSN shall review the request for completeness and appropriateness and shall forward the request to the Washington Mental Health Division for approval.
 - f. CCRSN shall monitor exception requests approved by the Washington Mental Health Division to assure that periodic supervisory evaluations of the individual's job performance are conducted and that the plan of action for qualification is completed within two years of approval.

CCRSN Responsibilities

1. CCRSN shall document in an individual personnel file the educational degrees, training records, evidence of criminal background check, primary source verification, professional and/or personal mental health experience and competencies of care management staff at the time of hire. CCRSN may not employ any care manager excluded from federal health care programs. The CCRSN Clinical Operations Manager or designee shall certify compliance with this and maintain documentation in personnel files, to include certification in writing upon receipt of an updated Excluded Parties that attests that individuals on the list are not employed by CCRSN.

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- 2. CCRSN shall monitor care manager re-credentialing documentation annually to ensure compliance with the federal excluded parties program, that professional licenses are current and annual training is documented.
- 3. Upon receipt of an updated Excluded Parties list from the Washington Department of Social and Health Services, CCRSN shall request written certification from its sub-contracted providers that individuals on the list are not employed, contracted with, or are officers of their agency. CCRSN shall maintain documentation of the certifications in its files, and follow up with providers who do not respond to the request in a timely manner.

4. CCRSN staff shall make periodic monitoring visits to the CMHA during the contract period to review personnel files for compliance with CCRSN and Washington State requirements. At least one monitoring visit shall be completed annually.

Approved By:

Vanessa Gaston, Director

Clark County

Department of Community Services

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